

# DOR Community Resources Development (CRD) Specialist

- Technical assistance/consultation to Service Providers
- Certification of new work services and Supported Employment Providers
  - Certification 6 Months-2 years

### DOR Community Resources Development (CRD) Specialist

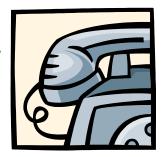
- Certification reviews:
  - Safety

- Accessibility to programs and services
- Consumer choice
- Process for quality outcomes

# DOR Community Resources Development (CRD) Specialist

When problems arise pertaining to:

- Further program development
- Assessing wage and hour issues
- Workshop layout and accessibility
- CALL your CRD Specialist



# CARF: The Rehabilitation Accreditation Commission

- Not For Profit International Accrediting Organization
- Non Biased out of State Reviewers
- Number of surveyors dependent on size of organization
- Required posted notification of pending survey

# CARF: The Rehabilitation Accreditation Commission

Accreditation required in:

- Organizational Employment Services (Work services)
- Community Employment Services (Supported Employment)

# CARF: The Survey & What to Expect

- As a Funding Agency for the Service Provider being surveyed you are entitled to:
  - Inquiry sent prior to the survey
  - Direct input during the survey
  - Copies of accreditation report

# CARF: The Relevant Sections in Brief

- Section One: Business Practices
- Section Two: Reviews records of persons served
- <u>Section Three</u>: Individual-Centered Service
   Planning Design and Delivery
- Section Six: Standards for Employment Services
- Section Seven: Standards for Community Services

### Section One:

Input from persons served
Accessibility
Information management
Rights, Health and safety
Human Resources
Leadership
Legal requirements

Financial Planning and management

# CARF Accreditation Outcomes Three-Year Accreditation One Year Accreditation Provisional One Year Accreditation Non-accreditation

### Three-Year Accreditation:

Meets Accredited conditions and substantial conformance of standards.

### One Year:

Meets Accreditation conditions

Shows evidence and capability to correct deficiencies. (One year Only)

### Provisional Accreditation:

Services are benefiting those served and is protecting, health, welfare and safety.

(One given once then must get three year or Non-accreditation)

### Non-accreditation:

Major deficiencies questions as to benefits of services, concern about health, welfare, or safety.

### **Other CARF Related Issues**

- What happens if an Organization does not get accredited?
  - When problems with Accreditation arise call your CRD Specialist.



- Service Providers are required to have a DIR/DLSE license and DOL certificate to pay less than minimum wage
- Any Service provider paying consumers a piece-rate or hourly rates less than minimum, are required to comply.

- Regulations prohibit a Consumer from Volunteering:
  - When an employment relationship exists

- What to do when you get a complaint from a Consumer or family member about Consumer wages?
  - Contact the Service Provider
  - Contact the CRD Specialist



### **Things to Look For**

- Consumer pay has dramatically been reduced.
- The productivity of Consumer is very low or inconsequential.
- The productivity of Consumer has taken a significant drop.
- CALL your CRD Specialist